

BALANCED SCORECARD

The Balanced Scorecard:

- Uses a uniform framework to develop Objectives
- Emphasizes Continuous Process Improvement
- Is required for planning
- Needs to have at least one LEAN Initiative

The Balanced Scorecard Team stresses the interrelationship of LEAN in all aspects of the Balanced Scorecard.

MANAGERS BOOT CAMP

A series of "quick hit" goal focused, 60 minutes, interactive, web seminars, all designed to increase leadership effectiveness and performance. The first seminar focuses on the importance of promoting the culture shift by...

Process Improvement Steering Committee

Is composed of 18 members from across the agency and five subcommittees:

- Value Stream Mapping
- To be the leading state agency in all its continuously seeking "top of the business" efficiency with a quality of our services.
- Mission: Promote a culture that embraces a continuous process improvement model and positive change that enhances creativity, generates energy, and supports our vision, mission and values.

DSS E-NEWS

The DSS e-news is a monthly electronic newsletter to inform staff about key initiatives, issues and accomplishment within DSS. It has provided information on Lean.

This is only one communication vehicle utilized to promulgate the Lean concept throughout the agency.

LEANOPOLY

Connecticut Department of Social Services
Making a Difference

Lean, it's not a game... It's the Way We Do Business.

LEAN

LEAN creates value for the people we serve.

think CREATIVELY

Process Improvement Steering Committee

HR: Orientation

VSB: Virtual Suggestion Box

HR: Centralized Recruitment

HR: Recruitment Correspondence

Collect Program Efficiency

As you Pass Go

Audit Efficiency

QA

FO: Benefit Center Call Wait Time

FO: Service Center Wait Time Pilot

Grantee Critical Payments

DFS

S W KATA

S W KATA

epmo Strategic Success Services

epmo Strategic Success Services

Timely and Effective Service Delivery

SNAP

OLCRAH: Scheduling of Fair Hearings

BCSE: Improved Compliance with Federal Child Support Performance

DSS E-NEWS: What have you Leaned lately?

E & P Support: Medicaid Application for the Incarcerated (Pilot)

DATA Governance

E & P Support: Economic Security Veterans (Pilot)

Go To LEAN Training

S W KATA

Identify, collect and analyze current quantitative and qualitative data.

Review compliance with federal and state statutes and regulations.

Identify best practice models.

Review compliance with best practice standards.

Seek stakeholder feedback.

Establish/modify benchmarks for service delivery. Develop a set of recommendations.

This important initiative will support the DSS vision, mission and values to enhance Social Work Services and improve process improvement efforts to better serve our clients.

epmo

Ensures that projects presented on the basis of their strategic alignment to the objectives of the organization, identified to create value and accelerate innovation.

It also has the potential of:

- Ensuring the good ideas brought forth are aligned with our business objectives, what is best for our clients.
- Integrating resources
- Offering best practice and planning support
- Providing project tools, techniques, standards and knowledge to support and enable effective change.

DATA Governance

Offering data transparency, greater accountability and improved processes for reporting and resolving data quality issues. This supports DSS's effort to enhance efficiency regarding how resources are managed and allocated to become more efficient in the services provided to the people of Connecticut.

VSB VIRTUAL SUGGESTION BOX

The VSB, or Virtual Suggestion Box, was created as an avenue for staff of all levels at DSS to offer solutions to issues they might encounter in their daily life at work. Suggestions can be submitted with or without a name attached and can offer improvements to any facet of the work day. Staff are encouraged to put forward their best thinking about ways to:

- make agency improvements,
- increase cost effectiveness and savings,
- eliminate unnecessary processes and activities,
- enhance customer service,
- support staff performance and morale,
- achieve other efficiencies and positive measures.

HR
Orientation

BCSE
Improved Compliance with Federal Child Support Performance

E & P
Economic Security Veterans (Pilot)

SNAP
Timely and Effective Service Delivery

FO
Benefit Center Call Wait Time

E & P
Medicaid Application for the Incarcerated (Pilot)

Connecticut
Department of Social Services







John Dillon
Chief, Contract Enforcement
Department of Social Services
State of New York

BALANCED SCORECARD

The Balanced Scorecard:
- Sets a common framework to derive objectives
- Explicates Continuous Process Improvement
- Aligns the strategy
- Leads to faster and more cost-effective delivery
The Balanced Scorecard Team streamlines the responsibility of L&E in all aspects of the Balanced Scorecard.

Process Improvement Steering Committee

Is composed of 10 members from across the agency and five subcommittees

Vision
To be the leading state agency that is continuously seeking to improve the efficiency, effectiveness and quality of our services.

Mission
Promote a culture that embraces continuous process improvement model and positive change that enhances creativity, generates energy, and respects our vision, mission and values.

MANAGERS BOOT CAMP

A series of "boot camp" sessions designed to provide all program managers with the tools and techniques needed to lead their teams. The first boot camp focused on building the current state of existing business.

DSS E-NEWS

The DSS e-news is a monthly electronic newsletter to inform staff about key initiatives, issues and accomplishments within DSS. It has provided information on L&E.

This is only one communication vehicle utilized to propagate the Lean concept throughout the agency.

LEANOPOLY

HR
Human Resources
Orientation
Reduced orientation paper distribution by 75% resulting in 200,000 in savings.







LEANOPOLY

BALANCED SCORECARD

MANAGERS BOOT CAMP

SNAP

BCSE

E&P Support

DATA Governance

HR

FO

DPS

QA

TRAINING

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